

Original hardcopy
Image processing

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Image Processing

IP-1

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Notes

Image Processing Market

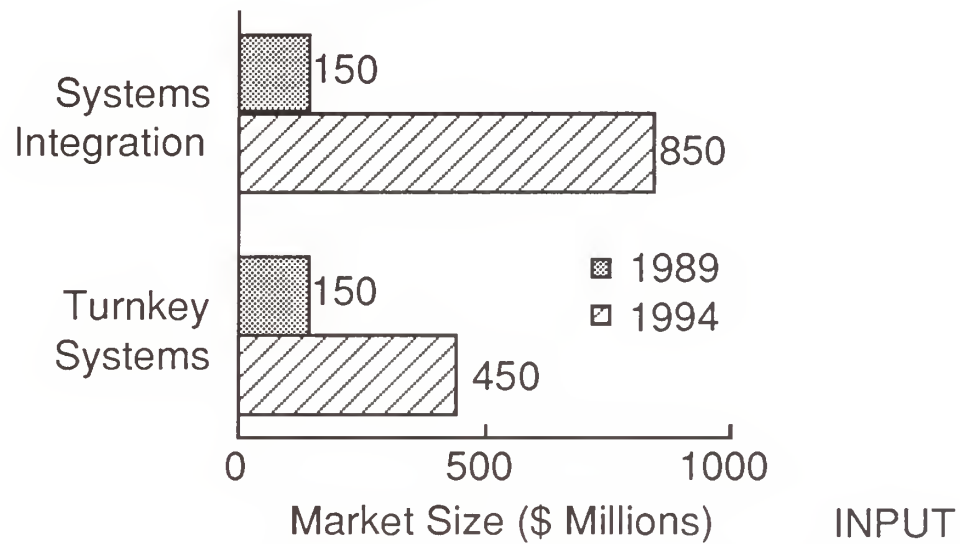
- Object-oriented structures needed
- Compound document handling
- Integrated indexing/data base management

IP-2

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Notes

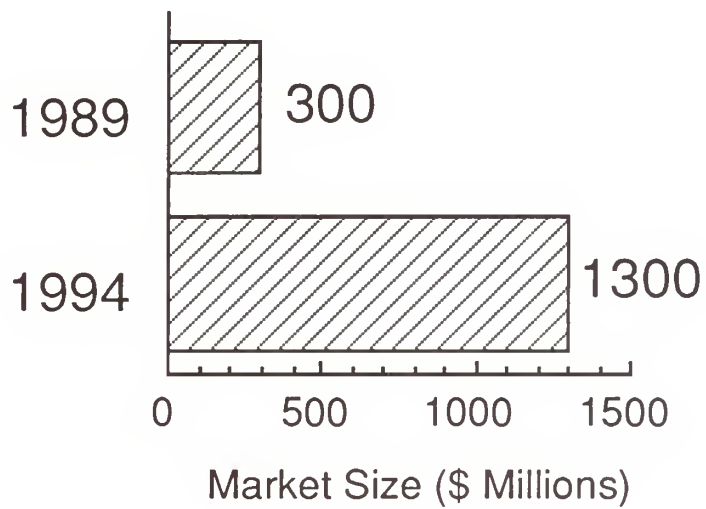
U.S. Compound Document Handling Markets



IP-3

Notes

Image Processing Information Services Market, 1989-1994



IP-4

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Notes

Image Processing Applications

- Automation of work-flow processes
 - Electronic audit of document transfers
 - Vendor-invoice electronic signature verification
 - Customer-relations correspondence tracking

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Notes

Trends in Image Processing

- Initial acceptance of enterprise-wide systems
- Integrated data/text/image/voice document storage and retrieval systems
- Increasing use of fax technology

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Notes

Trends in Image Processing

- Integrated text and graphics scanning
- Standard platforms
- Applications-driven
- 'Image' as part of a total IS solution

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Notes

Image Processing Vendors

- High-end, systems integration-based applications
 - TRW
 - DEC
 - Litton Industries
 - American Management Systems
 - IBM
 - Unisys

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Notes

Image Processing Vendors

- Mid-to-low-end turnkey system/Sl solutions
 - Wang
 - Eastman Kodak
 - Filenet
 - Formtek/Lockheed

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Notes

Evaluation Criteria

- System cost
- Technology availability
- Standards
- Communications costs
- Connectivity
- Business competition

IP-10

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Notes

Image Justification Factor

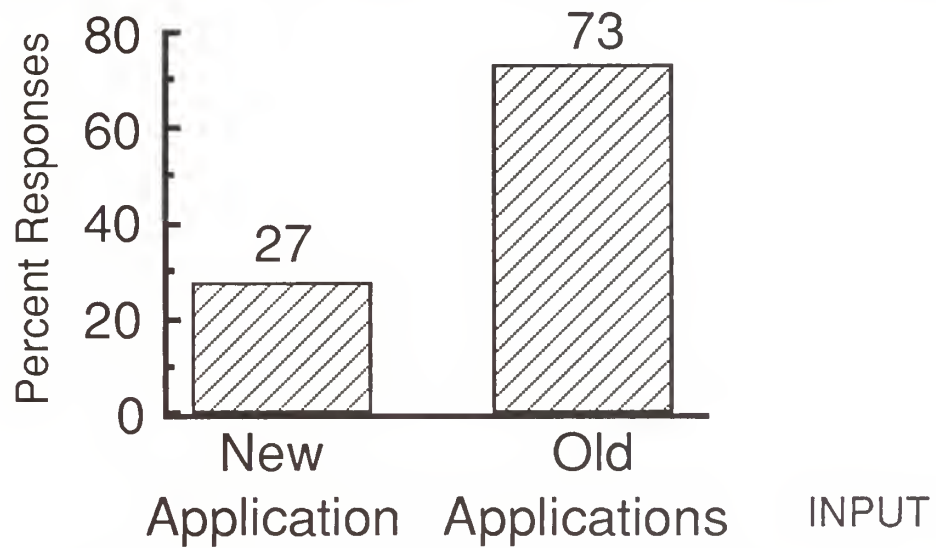
Reason	Rank
Improved customer service	1
Improved records management	2
Personnel savings	3
Media storage savings	4
Space savings	5

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IP-11

Notes

Image Processing New Applications vs. Augmenting Old



IP-12

Notes

Implementation Approach by Industry—New vs. Old

Industry	Percent	
	New	Augment Old
Banking/finance	42	58
Insurance	27	73
Medical	15	85
Transportation	11	89
State/local govt.	10	90

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Notes

Imaging Technology Budgets

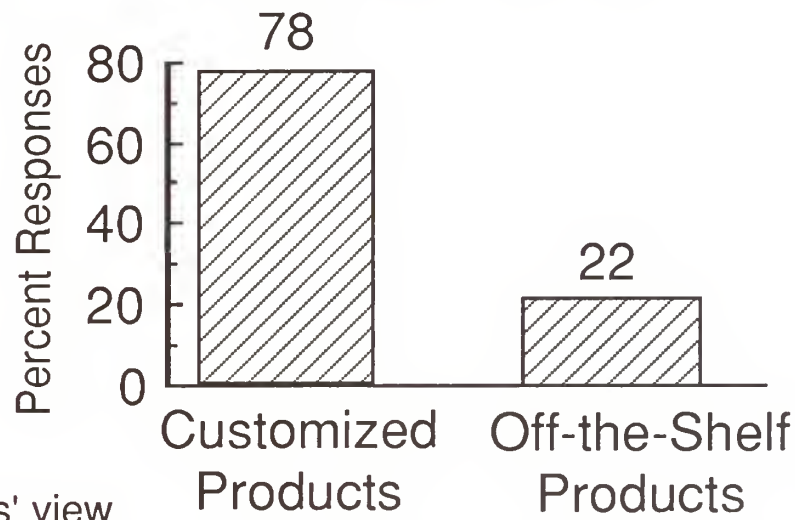
	Percent of Information Systems Budgets
Technology insert	9
New systems	11

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IP-14

Notes

Product Customization Requirements



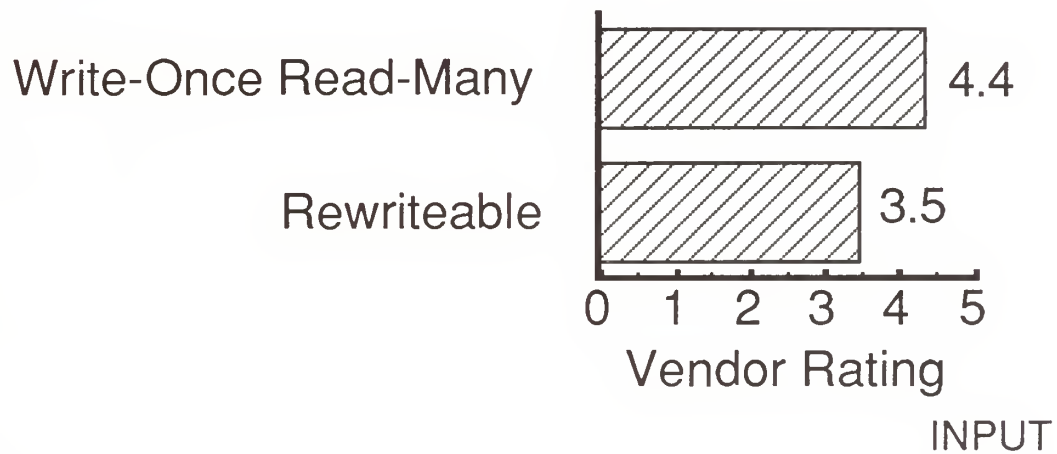
Vendors' view

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IP-15

Notes

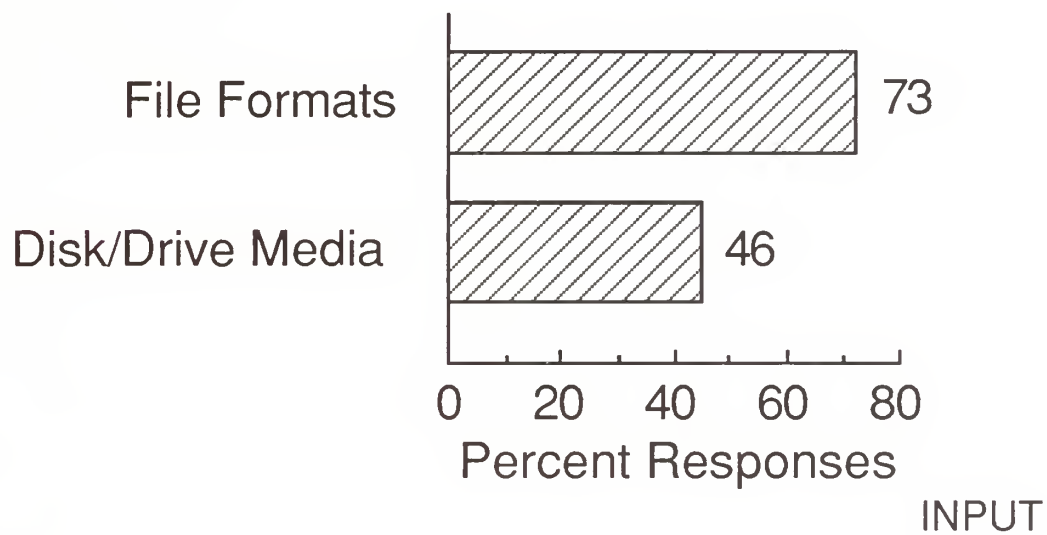
Technology Importance Rating



IP-16

Notes

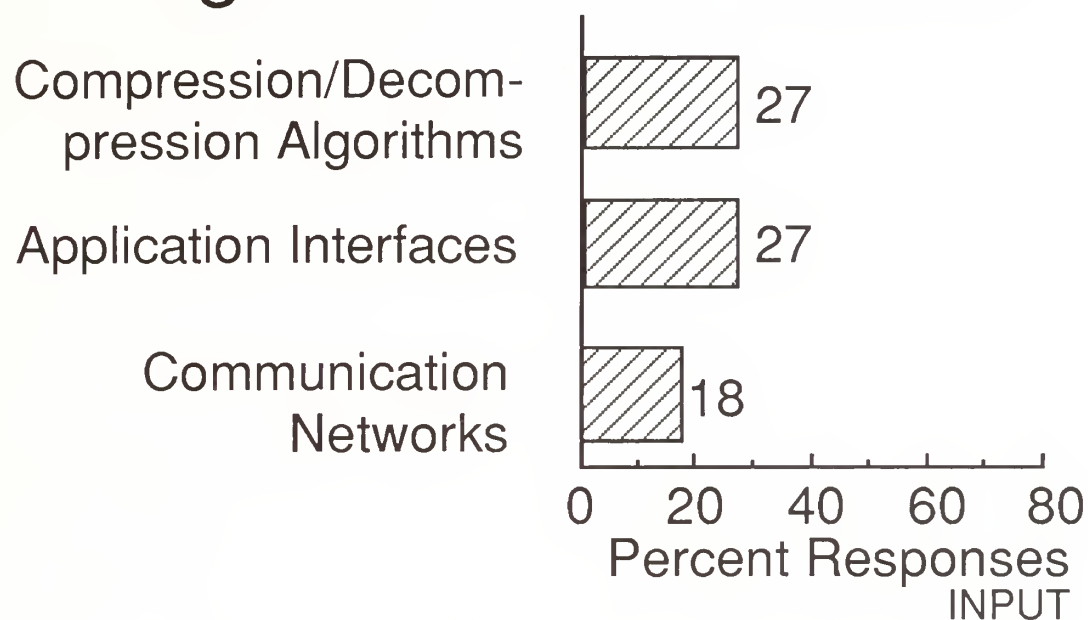
Image Standards Needed



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Notes

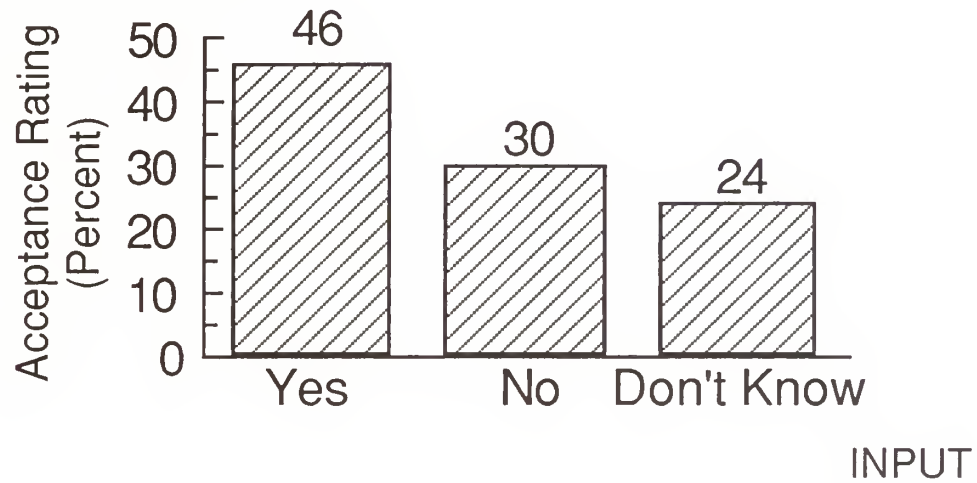
Image Standards Needed



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Notes

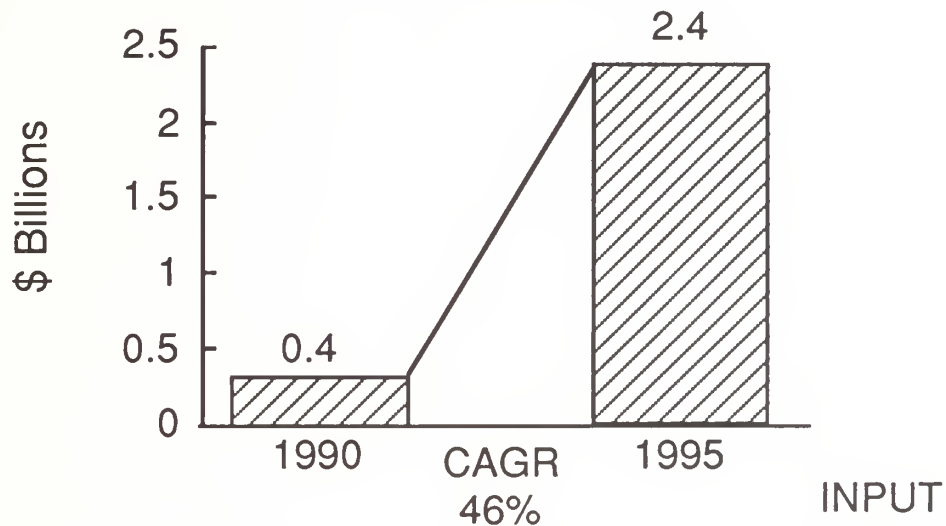
Electrical Images as Legal Substitutes



IP-19

Notes

SI Electronic Imaging Project Expenditures, 1990-1995



IP-20

Notes

Electronic Imaging Driving Forces

- Business competition
- Decreasing system costs
- Increasing document management costs
- Productivity/quality
- Regulatory compliance

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Notes

Electronic Imaging Inhibiting Factors

- System cost
- Lack of image awareness
- Lack of standards
- Work flow redesign
- Product improvements needed

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Notes

Image Alliances

Type	Mentions
OEM purchase agreement	62
Project teaming	39
Professional services	39

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Notes

Image Alliances

Type	Mentions
Value-added reseller	31
Cooperative marketing	15
Joint development	15
Information systems OEM	15

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Notes

Image Vertical Market Coverage

Market	Percent of Vendors
Banking/finance	79
Federal government	64
Insurance	64

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Notes

Image Vertical Market Coverage

Market	Percent of Vendors
State/local government	57
Medical	50
Transportation	29
Manufacturing	21

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Notes

Vendor Qualifications

Qualification	User Ranking
Implementation experience	1
Proven architecture	2
Industry knowledge	2

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Notes

Vendor Qualifications

Qualification	User Ranking
Application knowledge	4
Program management skills	5
Image software products	6
Image hardware products	7

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Notes

Image System Integrators

Vendor	Percent User Responses
Andersen Consulting	62
TRW	39
Integrated Automation	31

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Notes

Image System Integrators

Vendor	Percent User Responses
IBM	23
AMS	23
Wang	23
EDS	23

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IP-30

Notes

Image System Integrators

Vendor	Percent User Responses
Grumman	15
CSC	15
Xerox	8
Oracle	8

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Notes

Conclusions

- Imaging not new
- System costs high
- Permanent storage solution
- Customer service motivation
- Standards necessary
- Applications not new
- Legal issue not solved

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Notes

Recommendations

- Develop industry knowledge
- Build end-user relationships
- Provide increased education

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Notes

Recommendations

- Understand document management process
- Build strong alliances
- Establish industry standards
- Address legal issues

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Notes

Original hardcopy
Image processing

4. IP

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